



CITY OF DELTONA

CITY MANAGER'S OFFICE

To: Deltona City Commission
From: Dave Denny, Acting City Manager
Subject: Weekly Courtesy Report
Date: August 2, 2013

CITY MANAGER'S OFFICE thru 08/02/2013

Public Information Office (PIO): (Lee Lopez, Public Information Officer)

- Working with the Office of Economic Development (OED) and Parks & Recreation staff to plan the Bethune-Cookman University (B-CU) ribbon cutting event and band performance.
- Met to discuss the Love Your Heart 5K event (February 2014).
- Working with Human Resources staff to promote an employee BBQ.
- Wrote an informational story for The Pride about United Way payroll deduction pledges.
- Created an invitation for a "Think/Throw" campaign sign ceremony, plus a bus shelter poster.
- Posted reminders on Facebook and Twitter about the Senior Breakfast.
- Continuing to work with the Volusia County Sheriffs Office (VCSO) on the National Night Out event.
- Assisted the Risk Management Office with safety presentations scheduled in the Commission Chambers.
- Working with the City Clerk's Office to update information about FLOWMobile.
- Posted several road closing/construction projects (Montague and Rosedale Drives and Sunburst Street).
- Updated DeltonaTV schedules and programming—White House Chronicle, Grill Sergeants, Battleground, Fit for Duty, Armed Forces Boxing, American Veteran, nature programming, UCF (On the Issues, Global Perspective, MetroCenter Outlook), July 4th Fireworks & Concert—for the week of August 4th.
- Videotaped Economic Development Update episode for August—County Trails & Eco-Development
- Finished the August issue of the employee newsletter The Pride.
- Working with the following departments for the "Think Before You Throw" anti-litter campaign launch: Parks & Recreation, Economic Development, Public Works, and Waste/Recycling.
- Working with Volusia County Schools and Deltona Library for the "Think Before You Throw" anti-litter campaign.
- Updated City Welcome sign messages.
- Created "Viva Volusia" event TV slide for DeltonaTV.

Press Releases:

- Simulcast Music in the Amphitheater
- "Think Before You Throw" anti-litter campaign launch

Media Relations:

- Provided information to Erika Webb of the *Hometown News* regarding Bethune-Cookman University.
- Provided information regarding Deltona and Team Volusia Anniversary to *Jim Cassidy/Daytona News Journal*.
- Provided information regarding Think Before You Throw campaign to *Claire Metz/WESH-TV Ch. 2*.
- Submitted request for information regarding (resident) Sheikh's legal action for *Al Everson/West Volusia Beacon*.
- Compiling visual elements regarding City activities (golf, fishing, etc) for Hispanic retirees to *Lydia Berlanger/AARP Magazine*.

Office of Economic Development (OED) (Jerry Mayes, OED Manager)

- Attended an initial meeting of the Florida Local Government Coalition for a project called “Local Works”, promoting the worth and value of local government to residents and the business community.
- Attended the kick-off team meeting for the 2nd Annual Spring “Love Your Heart 5K”, set for February 15th 2014.
- Met with staff to discuss the idea presented by Mr. Larry Kent, a local businessman, to establish a local government/education/ business partnership for digital productions to promote our local government, education and businesses.
- Met with staff to plan the upcoming Bethune-Cookman University (B-CU) welcoming ceremony.
- Met with Tom Pauls and Dinelia Santana, Planning & Development Services, regarding parking issues for potential eco-economic development locations.
- Escorted Rosalina Stober, Vice President of the Hispanic Business Initiative Fund of Florida, on a tour of the Business Assistance Center, where they are considering offering classes to local businesses.
- Met with PIO staff to discuss various topics: 1) E-mail blasts to businesses; 2) Mailer to all potential Deltona businesses about e-mail notification list; 3) B-CU ribbon cutting; 4) re-Think Your Ride program suggestions; 5) Scheduling and content for the B-CU interview for DeltonaTV; 6) Scheduling and content for the Pat Northey interview on ‘Eco-tourism & Trails’ for Deltona TV; 7) Set up a meeting with Tricia Setzer, Duke Energy District Manager; 8) Discussed the Love Your Heart 5K event budget.
- In preparation for the B-CU ribbon cutting, toured the facility and grounds at 1555 Saxon Boulevard (B-CU Deltona Campus) and then Dewey O. Boster Park, where the B-CU marching band will perform.
- Acted as the interviewer for County Councilperson Pat Northey for Deltona TV. Topic was ‘Eco-Tourism & Trails’.
- Attended a teleconference with Team Volusia, Enterprise Florida, Volusia County Department of Economic Development, and the Center for Business Excellence (Florida Workforce District 11) regarding the incentive program requested by Project Dial.

BUILDING & ENFORCEMENT SERVICES (Dale Baker, Director) thru 07/26/2013

Building Services Division:

Building Permits issued for the week	70
Valuation of work permitted for the week.....	\$349,405
Inspections completed for the week	206
Total Permits issued for Fiscal Year 12/13	2598
Valuation of work permitted for the year 12/13	\$31,834,905
Permits Issued:	
A/C Change Out	17
Addition	1
Concrete Flat Work.....	2
Demolition	1
Door Replacement	2
Electrical	2
Exterior Renovation	1
Fence.....	10
Garage Door Replacement.....	5
Interior Repair.....	1
Other	1
Pool Above-ground.....	1

Reroof	12
Retaining Wall	1
Right of Way	1
Shed	3
Siding	1
Water Heater Replacement	5
Window Replacement	3
Total	70

Enforcement Services Division:

Requests for services this week	345	
Animals impounded at the humane societies	34	
Citation warnings issued	22	
Courtesy notices	154	
Abatement notices	77	
Citations issued	6	
Code Enforcement telephone calls	161	
Animal Control calls	116	
Solid Waste calls	114	
Citizen walk in requests for Code Enforcement assistance	10	
Citizen walk in requests for Animal Control assistance	4	
Citizen walk in requests for Solid Waste assistance	21	
Properties requiring grass to be cut by contractors	43	(at a cost of \$1,505)
Certified mailings sent out	93	(at a cost of \$569)
Money collected for Animal tags, liens and return to owners	\$722	
Foreclosures for this week: Deltona	38	
County	77	
Total	115	

CITY CLERK'S OFFICE (Joyce Kent, City Clerk) thru 07/26/2013

2nd Floor HR/CC Walk-In Customers	27	
2nd Floor calls Answered	17	
Packages Received	22	
Packages Picked Up	0	
A/P Invoices Opened	111	
Newspapers	16	(5 hours)
Public Records Requests Received	2	
Public Record Request Amount Received	\$1.35	
Documents imaged, pages	5,424	
Large scale drawings imaged, pages	0	

FINANCE DEPARTMENT (Bob Clinger, Finance Director) thru 08/02/2013

- Met with Code Enforcement Department staff to discuss open residential rental business tax license issues.
- Working on budget document for August 12th Commission workshop for Deltona Water and Special Revenue Funds.

- Reviewed Florida Department of Environmental Protection (FDEP)-Supplemental Conditions for reporting requirements on the Eastern Waste Water Treatment Plant project.
- Attended American Institute of CPAs Audit Guide Update webinar.
- Participated in two Department of Energy, Portfolio Manager Webinars. The webinars provide training on the new online reporting system, which is required for tracking government building energy usage after the Energy Grant program closes and will be used to quantify the success of the program.
- Prepared Request for Proposal (RFP) for Contractors for the Neighborhood Stabilization Program (NSP), as well as a bid for Real Estate Brokers to act as Seller's Agent for NSP.
- Preparing bids for Inspector Services and for Housing Counselors for NSP.

Check Run Date:	7/5/2013	
Checks Processed	283	\$ 463,783.07
Invoices Processed:		
Carol	238	182,017.56
Julia/Jacque	160	270,851.44
UB Refunds	166	10,914.07
	564	\$ 463,783.07
Check Run Date:	7/19/2013	
Checks Processed	359	3,818,627.33
Invoices Processed:		
Carol	267	2,926,140.29
Julia/Jacque	238	879,275.28
UB Refunds	232	13,211.76
	737	\$ 3,818,627.33

Payroll Section	
Check Run Date:	7/3/2013
Total Employees	301
Time Sheets Processed	602
Checks Processed	18
Direct Deposits Processed	294
Total Payroll including benefits	\$ 712,979.04
Miscellaneous:	
Flexible Spending Reimbursements	15
Check Run Date:	7/18/2013
Total Employees	306
Time Sheets Processed	612
Checks Processed	23
Direct Deposits Processed	294
Total Payroll including benefits	\$ 724,428.72
Miscellaneous:	
Flexible Spending Reimbursements	12

FIRE/RESCUE DEPARTMENT (Fire Chief Robert Staples) thru 07/31/2013

Chief Rogers:

- Alarm summary 7/23/2013 to 7/29/2013

Structure fire	1
Vehicle Fire	1
Wild land, grass, trash	1
Misc. Fire	8
ALS Medicals	50
BLS & Misc. Medicals	59
Hazardous Condition	3
Service Calls	7
Good Intent	10
False Alarms	9
TOTAL	149

Deputy Chief Rafferty:

- Telestaff conference call.
- Completed Target Safety Trainings.
- Instructed EMS Equipment Trainings.

- Attended Rapid Intervention Trainings.
- Met with Port Orange Fire American Heart Association.
- Worked on County Basic Life Support protocol assignment.

HUMAN RESOURCES DEPARTMENT (Thomas Acquaro, Director) thru 07/31/2013

- Performance Evaluations processed: 2
- Deltona JOBS Program Folders
 - 2nd Floor lobby – (10) added
 - Total # of Deltona JOBS Program folders taken – (10 this week; 1,530 to date)
- Applications received:
 - (01) Parks Attendant
 - (07) Deputy Public Works Director
- Met with several Department Directors regarding personnel issues and coordination of personnel actions.
- Set up drug screens and pre-employment physicals for 2 Public Works Techs & 1 Stormwater Tech.
- Separations processed including exit interview: C. Crowther, Utility Dispatcher (Resigned), S. Kihlmire, Executive Assistant (Retired).
- Prepared questionnaires and held two interviews for Administrative Assistant II position.
- Set up interviews and prepared questionnaires for Business Operations Support Administrator and Deputy Public Works Director.
- Participated in 4 interviews for Business Operations Support Administrator.
- Conducted 2nd Employee Health Information Session which included presentations by Gene Gizzi, City Insurance Broker of Record, and Ellen Caravati-Boyd, Halifax Health.
- Planning and coordinating Employee BBQ for August 16th.
- Researching/preparing draft City policy for Non-Tobacco Use/Tobacco Free Workplace.
- Coordinating with Halifax Health regarding FY 2013/14 City Wellness Program.

PARKS AND RECREATION DEPARTMENT (Steve Moore, Director) thru 07/27/2013

Administration:

- Met with staff to discuss the Bethune-Cookman University ribbon cutting ceremony.
- Attended the health insurance renewal briefing.
- Coordinated with Metro PCS on the renovation of the cabinet for the cell tower located at Dewey Boster.
- Met with Volusia County Sheriffs Office (VCSO) staff to plan the National Night Out event scheduled for the evening of August 6th.
- Met with staff to discuss an agreement with Metro PCS and Associated Liability Insurance.
- Completed annual ECHO Grants and submitted four (4) reports for staff to review.
- Met with West Volusia Pony League corporate representatives.
- Hosted the Senior Breakfast at the Deltona Community Center; there were 158 attendees.
- Processed 8 permits for pavilion and field rentals.

Facility Use Permits (07/21/13—07/27/13):

- | | | |
|------------------------------------|-------------------|-------------------------|
| • Deltona Community Center | 1 permit issued | Weekly attendance – 808 |
| • Harris M. Saxon Community Center | no permits issued | Weekly attendance – 245 |

- | | | |
|------------------|-------------------|---------------------------|
| • Wes Crile Park | no permits issued | Weekly attendance – 2,548 |
| • Skate Park | 3 new passes | Weekly attendance – 512 |

Special Events/Programs:

City Hall:

- National Night Out, August 6th from 5:30–8:30 p.m.

Deltona Amphitheater:

- Simulcast on Saturday, August 10th from 7:00–9:00 p.m.
- AP60 on Saturday, August 24th from 7:00–9:00 p.m.

Harris Saxon Community Center:

- Boys and Girls Club Summer Camp continues.

Partner Leagues Currently Underway:

- Florida Basketball & Volleyball Association (FBVA) summer program continues.

Wes Crile Park:

- DTA Summer Camp continues.

Parks Maintenance:

Weekly tasks include opening all the parks in the morning, cleaning restrooms at parks and facilities, picking up and emptying trash; taking goods to storage, including seasonal items; cleaning the depot trailer, barn and yard; cleaning pavilion areas (ceilings, tables, grilles, etc.); cleaning playgrounds and sidewalks, taking vehicles to Fleet for maintenance; maintaining paper towel and toilet paper dispensers.

- Mowed, edged and weed-whacked: Campbell Park, Dewey Boster, Dwight Hawkins, Festival Park, Firefighters Memorial, Harris Saxon, Manny Rodriguez, Thornby Park, Timber Ridge, Veterans Memorial and Vann Park.
- Checked all playgrounds for vandalism and graffiti.
- Deltona Community Center – Cleaned roofs/gutters on all three (3) buildings: main hall, craft and schoolhouse.
- Dwight Hawkins – Removed graffiti from restroom.
- Harris Saxon – Filled in washouts around basketball court and other areas due to recent rains.
- Keysville Dog Park – Repaired drinking fountain by basketball court.
- Lake Gleason Park – Sprayed for ants around playground and pavilion areas.
- Parks Depot – Extended septic vent pipes on trailer.
- Tom Hoffman – Repainted restrooms.

City Hall, Fire Station, Sheriff's Department and 1691 Providence (Sheriff) Building Maintenance:

Weekly janitorial service includes cleaning the Fire Station and inspecting Sheriff's building; opening and closing City Hall; vacuuming the Chambers and other areas; emptying trash and recycle bins; setting up Chambers for various meetings and resetting afterwards; checking temperature throughout the building; replenishing restroom and other supplies throughout the entire building; cleaning and maintaining all restrooms (floors, toilets, sinks, spills, etc.); maintaining water fountains; replacing light bulbs and ceiling tiles as needed throughout the building, courtyard and walkway; moving or assembling furniture, cubicle panels and other items for various departments as needed; cleaning refrigerators; landscape maintenance; sweeping and washing sidewalks, main entrance, lobby, stairwells and elevators; delivering packages and heavy boxes to departments; filling vehicles at gas station.

- Mulched parking lot islands at City Hall.

Sports Turf Maintenance:

- Normal routine maintenance at: Dewey Boster Sports Complex, Baseball and Pony League Fields, Vann Park, Dupont Lakes, Wes Crile Park.
 - Mowed Campbell, DuPont Lakes, Vann Park and Wes Crile Parks.
 - Raked and lined Dupont Lakes.
 - Located and moved irrigation at Vann Park; removed sod; leveled clay edges.
 - Sprayed Keysville for insect control.
 - Sprayed Thornby Trail for weed control.
- Sports Complex:
 - Mowed fields and outer perimeter, weed-whacked and edged.
 - Mowed and weed-whacked Pony League.

PLANNING & DEVELOPMENT SERVICES (Christopher Bowley, Director) thru 07/30/2013

Executive Summary:

The Planning and Development Services Department signed both the Certificate of Occupancy and the Business Tax License for the Dunkin Donuts located at 3140 Howland Boulevard. The new retail store is within a well-designed shopping center building with additional suites that greatly adds to the quality of building inventory within the City at our gateway (i.e. Top Shelf Car Wash, Epic Movie Theater, two dollar stores, and Fire Station 65).

Planning:

The Planning Section received a Master Development Plan (MDP) application for the Bella Vista BPUD. The Development Agreement was recently reviewed and approved by the Planning and Zoning Board and the City Commission, with the intent that when a development program is proposed, step 1 is to replace the current MDP in the agreement with a new MDP. The proposed MDP will be scheduled for the August 21st Planning and Zoning Board meeting and the September 3rd and 16th Commission hearings. Staff also reviewed the traffic methodology of a proposed retail center located at Sterling Park and worked with Bethune Cookman University (B-CU) to open their campus at 1555 Saxon Boulevard. B-CU plans expansion within the Dr. Jerry Robinson Medical Plaza over time and staff will assist in that expansion. Finally, staff worked with Tractor Supply Company on site design issues.

Housing & Community Development:

The Housing and Community Development Section completed roof replacement on two NSP homes with the intent for applicants to be able to qualify for insurance. The new roofs enhance the appearance of the neighborhood and expand the functional life of the homes, as well. The City has 14 homes for sale and one under construction. Work continues on owner-occupied home repair and drainage projects within the Community Development Block Grant (CDBG). Also, the Five Year Consolidated Action Plan for CDBG will be coming to the City Commission on August 5th.

PUBLIC WORKS (Gerald Chancellor, Public Works Director/City Engineer) thru 07/26/2013

Traffic Operations:

Weekly tasks include monitoring crews and downloading and evaluating traffic survey information.

- **Signs:**
 - Completed 12 sign repair work tickets in the City.
 - Fabricated and installed 2 new street name signs.
 - Fabricated and installed one 24"x 30" R2-1 "25 mph" sign at 2940 Lockwood.
 - Fabricated and installed one 30"x 30" W14-1 "Dead End" sign at 2980 Lockwood.
 - Fabricated and installed one 30"x 30" R1-1 "Stop" sign at Lockwood and dead end.
 - Fabricated and installed one 48"x 24" W1-6L "Left Arrow" sign and one 18"x 18" OM1-3 "Warning Diamond" sign at 2980 Lockwood.
 - Fabricated and installed one 30"x 30" R1-1 "Stop" sign at Lockwood & Commerce.
 - Fabricated and installed one 24"x 30" R2-1 "25 mph" sign at Berkshire Woods & Heath.
 - Fabricated and installed one 30"x 30" R1-1 "Stop" sign at Flynn & Fifer.
 - Fabricated and installed one 30"x 30" R1-1 "Stop" sign at Commerce & Beckwith.
 - Fabricated and installed one 30"x 30" R1-1 "Stop" sign at Commerce & Flynn.
 - Fabricated and installed one 30"x 30" R1-1 "Stop" sign at Commerce & Fifer.
 - Fabricated and installed correct school times for 4 signs at Phonetia & Rookery.
 - Fabricated and installed correct school times for 2 signs at Troy & Normandy.
 - Fabricated and installed correct school times for 3 signs at Abigail & Troy.
 - Fabricated and installed correct school times for 1 sign across from 101 Abigail.
 - Fabricated and installed correct school times for 1 sign at Abigail & Norwood.
 - Fabricated and installed correct school times for 1 sign at 1029 Norwood.
 - Fabricated and installed correct school times for 1 sign at Abigail & Norwood.
 - Fabricated one 12"x 18" 1250 address sign for Stormwater Department.
 - Fabricated and installed one 12"x 18" "No Feeding Ducks" sign at Beal & Juliet.
 - Fabricated two 12"x 12" placards for brush truck 62.
- **Asphalt:**
 - Completed 2 asphalt repair work tickets – 1 ton.
 - Rosedale – repaired cross cut for Stormwater – 1 ½ tons.
 - 1610 Normandy Blvd E – repaired 2 potholes with ½ bag of cold patch.
 - Elkeam & Ft Smith – repaired road edge with 2 bags of cold patch.
 - **Speed Trailer:** Removed from 650 S Wellington, installed at Berkshire Woods.
- **Thermoplastic Striping:** 24" white stop bar – 35'; 12" crosswalk – 200'.

Field Operations:

Weekly tasks include evaluating work orders called in by residents.

- **Beautification:**
 - Medians:
 - Elkeam, Providence, Normandy and Howland Blvds – routine maintenance.
 - Howland Blvd (North & South) – weed whack & blow curbing.
 - City Signs: Howland Blvd welcome sign.
 - Public Works Depot – mowed; weed whacked; edged; washed cooler; dismantled and disposed of old steps.
- **Concrete:**
 - Sidewalks – 1053 Hancock Dr E – 4'x 5'; 1037 Hancock Dr E – 4'x 8'; 2820 Forest Edge – 5'x 4'; 2808 Forest Edge – 5'x 5'; 2816 Forest Edge – 6'x 5'; Teal Wood * Arbour Trail – 5'x 4'; 3232 Teal Wood – 5'x 4'.
 - Grinding – 2800 Sunset Ridge (1).
- **Clam Truck:** Debris – 11; Trimming – 21.
- **Slope Mowing:** Alley 171 – 1128'; Loblolly – 800'; next to 2808 Forest Edge – 400'; across from 2765 Roseapple – 80' across from 1893 W Viscaya – 600'; across from 1870 Snook – 80'; E Lehigh – 240'; across from 899 Primrose – 80'; Alex – 863'; Monterey – 640'; 310 Greynolds – 80' & 560'; 2510

Allwood – 120'; 542 Eldon – 120'; Allwood & Skyland – 240'; 679 Killian – 180'; 661 Gulliver – 120'; Alder & Galahad – 240'.

- **Drop offs & Sod:** Installed sod at sidewalk repair – Loblolly between Viewpoint & Montel – ½ pallet; 2816 Forest Edge – ¼ pallet; 2808 Forest Edge – ¼ pallet.

Fleet Maintenance Division:

- | | | |
|------------------------------|---------|--------------|
| • Vehicles | PM – 32 | Repairs – 6 |
| • Equipment | PM – 2 | Repairs – 15 |
| • Fire Dept Station Checks | 4 | |
| • Road Calls | 3 | |
| • Parts Run/Vehicle Delivery | 4 | |

Stormwater Division:

Weekly tasks include check and monitor all electric pump stations; respond to all safety concerns; talk to residents about their concerns; check and record lake levels; manage current CDBG projects; implement NPDES Inspection program.

- **Construction Crew:**
 - 223 Rosedale Dr – dragged road crossing for installation of new asphalt.
 - 1861 Maureen Dr – cleared the vines and brush away from the homeowner's fence.
 - Vicksburg St/Firwood Dr – dug down on junction box inside of the fence area to clear any blockage in the pipe that goes to the pond.
 - 556 Nardello Dr – filled in washout in front of the headwall and sodded with bahia.
 - 1701 Nantucket St – used the aquatech to repair a damaged drainage pipe and back filled with dirt.
 - Capital Project:
 - Elcam/Nemo – installed 80' of 18" HDPE pipe; one U wall and built one box and hauled off debris from the job site.
- **Drainage Area Maintenance (Aebi Mowing):**
 - Drainage Right of Ways mowed – 512 Stallings; 153 Ft Smith; 3363; 3250 Planter Dr; 3261; 3200 Roland Dr; 3150 Shallowford St; 720 Cloudcroft Dr; 3248 Phonetia Dr; 783 Shafter Av; 532; 472 Glenhaven Dr; 317 Shadydale Ct; 212 Patch Ct; 184 Oliver Ct; 139; 121 Heather Ln; 2621 Libby Ct; 155; 197 Bluefield Av; 2819 Kraft Dr; 77; 29 Courtland Blvd; 2857 Bluestone Dr; 2373 Boyce Ct; 3679 Pamona St; 1736; 1724 Whipple Dr; 1307 Whitewood Dr; 1003 De Carlo Dr.
 - Ponds mowed – 2078; 2036 Atmore Cir; 2868 Slater Dr; 608 Tradewinds Dr; 3045 Courtland Blvd; 3275 Tallwood Dr; 926 Whitewood Dr; 1901 Marlow St; 2138 Normandy Blvd; Ft Smith /Normandy.
- **Right of Way Mowing Crew:**
 - Main roads mowed – Normandy Blvd; Ft Smith Blvd; Elcam Blvd.
 - Sectors mowed – 1; 27; 28; 29; 30; 31.
 - Alleys mowed – 618; 632.
- **Right of Way Litter Crew:**
 - Main road trash pickup – Elcam Blvd; Captain Dr; Haulover Blvd; Ft Smith Blvd; Catalina Blvd; Tivoli Dr; Deltona Blvd; Cloverleaf Blvd; Anderson St; Alexander Dr.
- **Miscellaneous:**
 - 995 Gaucho Cir – removed dead tree from the ditch and hauled off.
 - 1896 Normandy Blvd E – weed whacked around the headwall.
 - 1240 Indian Rock Ct – removed the water in the drain box with the aquatech.
 - 201 Howland Blvd – seeded bare spots in pond in back of the depot.
 - Woodbine Ave – cleaned the trash out of the pond.

- o 1250 Wheeling Ave; 1104 Norwood; 3100 Riverhead Dr – mowed and trimmed around the pump station.
- o Lullwater/Belltower; 788 Chippendale St – mowed the Right of Way.

UTILITIES (Gerald Chancellor, Public Works Director/City Engineer) thru 07/28/2013

Customer Service

July 2013	Total week ending 07/28/13
DW – Lockbox	1521
Ebox	868
Call Center Calls	1033
Walk-ins/Drop Box	944
On-line Payments	909
IVR	524

Customers Disconnected for Non-Pay

July 2013	Total week ending 07/28/13
Total on Disconnect List	162
Off in error/DW error	0
Off in error/Munis error	0
Misapplied Payment	0

Construction Log & Service Orders

July 2013	Total week ending 07/28/13
Water Service	
Meter Sets	
Reclaim Meters	
Fire Hydrant Installs	1
Fire Hydrant Replacement	
Fire Hydrant Repair	2
Replace Meter Box	8
Locates Received	84
Locates Completed	74
Main Leaks	8
Service Leaks	5
Sewer Repairs	
Sewer Blockage	1
KV2 Valves	2
Service Replacements	2
Meter Change Outs	5
Service Orders	382
Disconnects	162
Meter Retirements	58